

# IWDS 2.0

**IWDS 2.0 CAREER PLANNER LEARNING  
SERIES**

# Session 2: Overview of the Intake & Eligibility Workflow for Career Planners

# Recording Notice

The Illinois Department of Commerce and Economic Opportunity (DCEO) allows for the recording of audio, visuals, participants, and other information sent, verbalized, or utilized during business-related meetings. This meeting is scheduled to be recorded by DCEO.

- ☐ Your participation in this meeting without expressing an objection to recording will be treated as consent. Any participant who prefers to participate via audio only should disable their video camera so only their audio will be captured.

# Virtual Meeting Guidelines

1

## Minimize Background Sounds

Mute your phone or computer microphone when you are not speaking to keep the session clear and focused for all participants.

2

## Be Present

Use the "Raise Hand" reaction to indicate you'd like to speak aloud. Wait until you're called on. Stay engaged and minimize distractions during the session.

3

## Engage Everyone

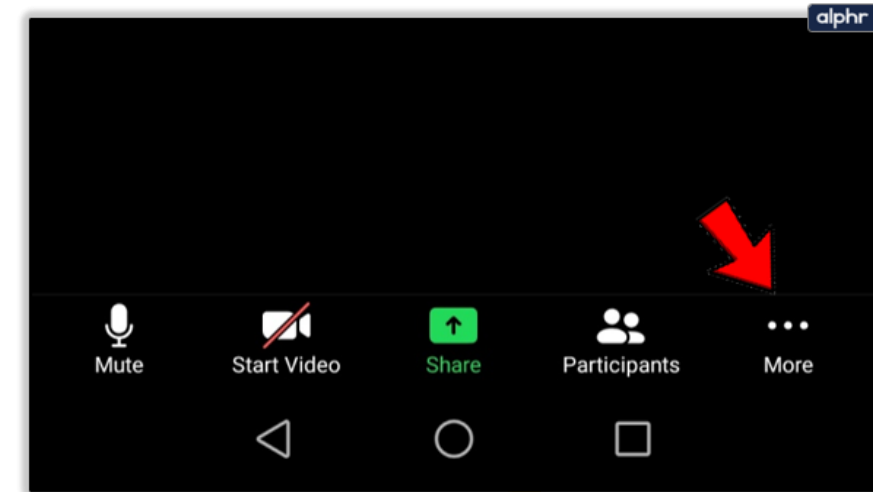
Turn on your camera if you feel comfortable doing so. Put any questions or comments in the chat so everyone can benefit from the discussion.



# Please use the Q&A feature for questions!

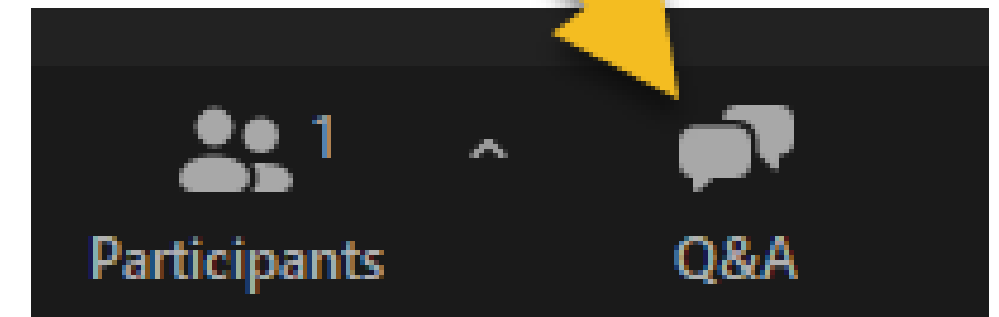
Step 1:

To locate the Q&A feature, click on the "More" icon on the toolbar the bottom of your screen



Step 2:

Then select "Q&A" - this will place the Q&A feature on the toolbar for easy access.



# Career Planner Learning Series

VIRTUAL

APRIL 2026

Six focused virtual sessions will walk career planners through the complete workflow — from first contact with a customer to account access in IWDS 2.0. Each session builds on the last to give you a full picture before in-person training begins.

01



## Session 1: Customer-Centered Career Planner Workflow

An overview of how the full workflow is structured around the customer's journey, not the system's requirements.

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## Session 3: The Getting Started Assessment

How to conduct assessments that support individualized service planning rather than one-size-fits-all categorization.

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## Session 5: The Referral System

Navigating referrals to partner services and supports to ensure customers get holistic, coordinated assistance.

02

## Session 2: Intake and Eligibility Workflow

Step-by-step guidance on gathering information and determining eligibility in a welcoming, customer-centered way.

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## Session 4: The Career Plan Workflow

Building and maintaining career plans as living documents that evolve with the customer's goals and circumstances.

06

## Session 6: IWDS 2.0 Account Access for Career Planners

Practical guidance on setting up and managing account access so you're ready for day one.

# Polling Questions – Reflections on Microteach 1

- Were you able to attend or watch the recording of Microteach 1?
  - Yes
  - No
- Which new feature of IWDS 2.0 are you most eager to try out?
  - Self-Service Portal for Customers
  - Customer-Centered Language in the Application and Assessments
  - Streamlined Information Collection
  - Dashboards and other Mechanisms to Help Career Planners Keep Cases Moving Forward
  - I'm not sure yet

# Today's Learning Objectives

By the end of today's session, you'll have a clear picture of Intake and Eligibility.

- 1 Explain key changes to Intake and Eligibility policies and procedures to support customer-centered service delivery.**
- 2 Name the two ways customers can enter the system.**
- 3 Understand how prescreening and application work.**
- 4 Understand how eligibility determination works.**

# Today's Agenda

This session is structured to take you from the big picture of why we're changing to the practical details of what's changing and how you'll be supported.



**1**

## Part 1

Support Intake



**2**

## Part 2

Determine/Eligibility



**3**

## Part 3

What's Next

# Chat Storm ⚡

We want to hear from you! In the chat, please share:

## 👋 Your Name

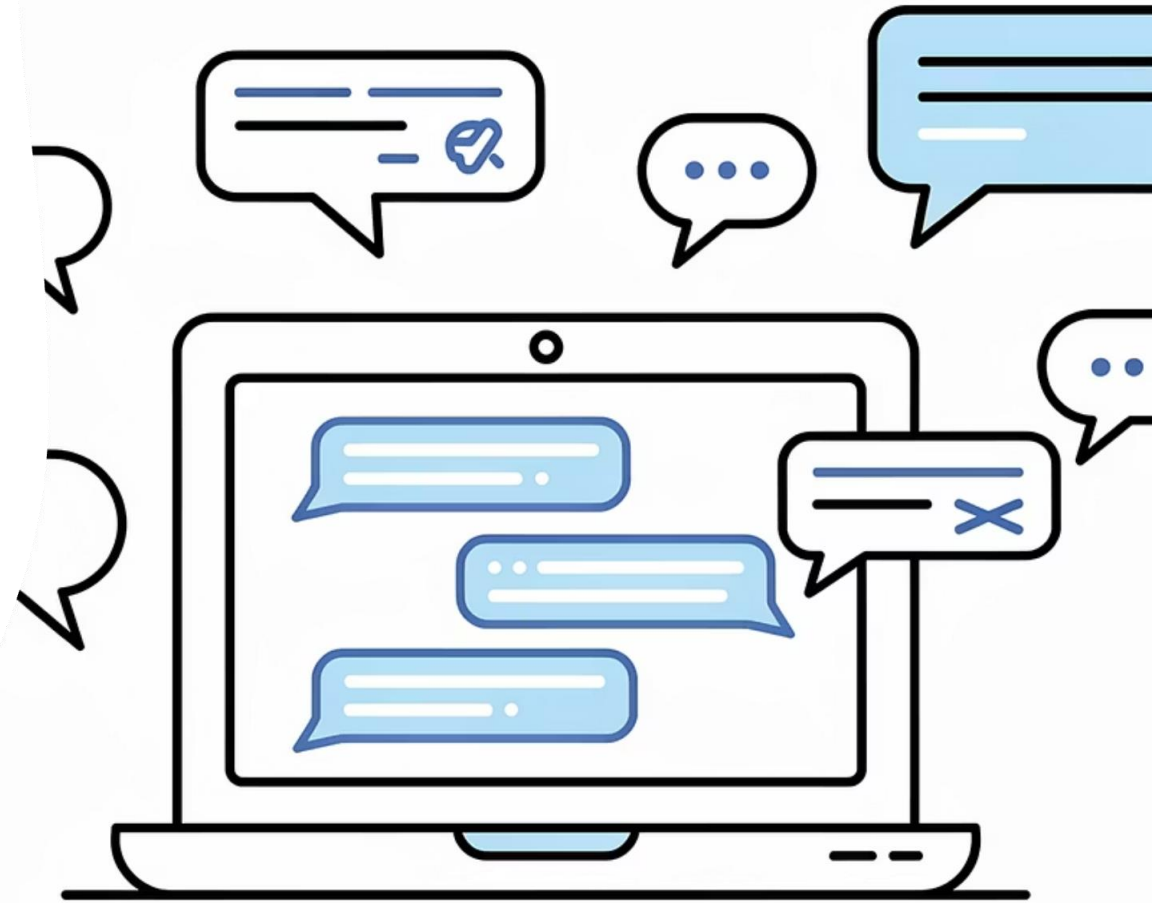
Introduce yourself so the group knows who's in the room today.

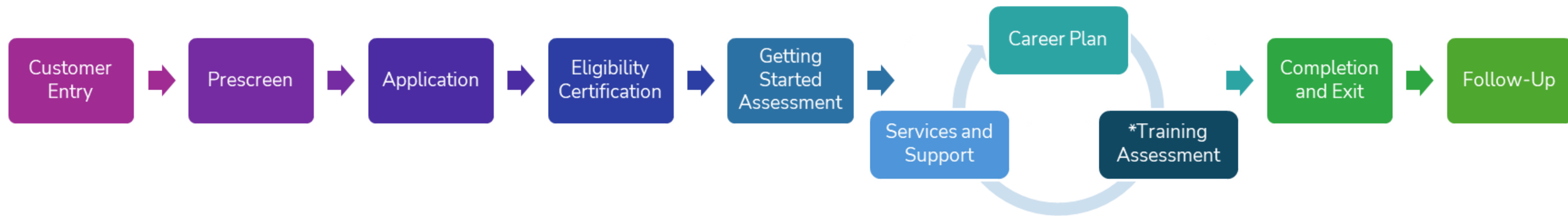
## 📍 Your LWIA

Let us know which Local Workforce Innovation Area you're representing.



Think of the most recent customer you supported through intake. How were they feeling? What's one question they had on their mind?

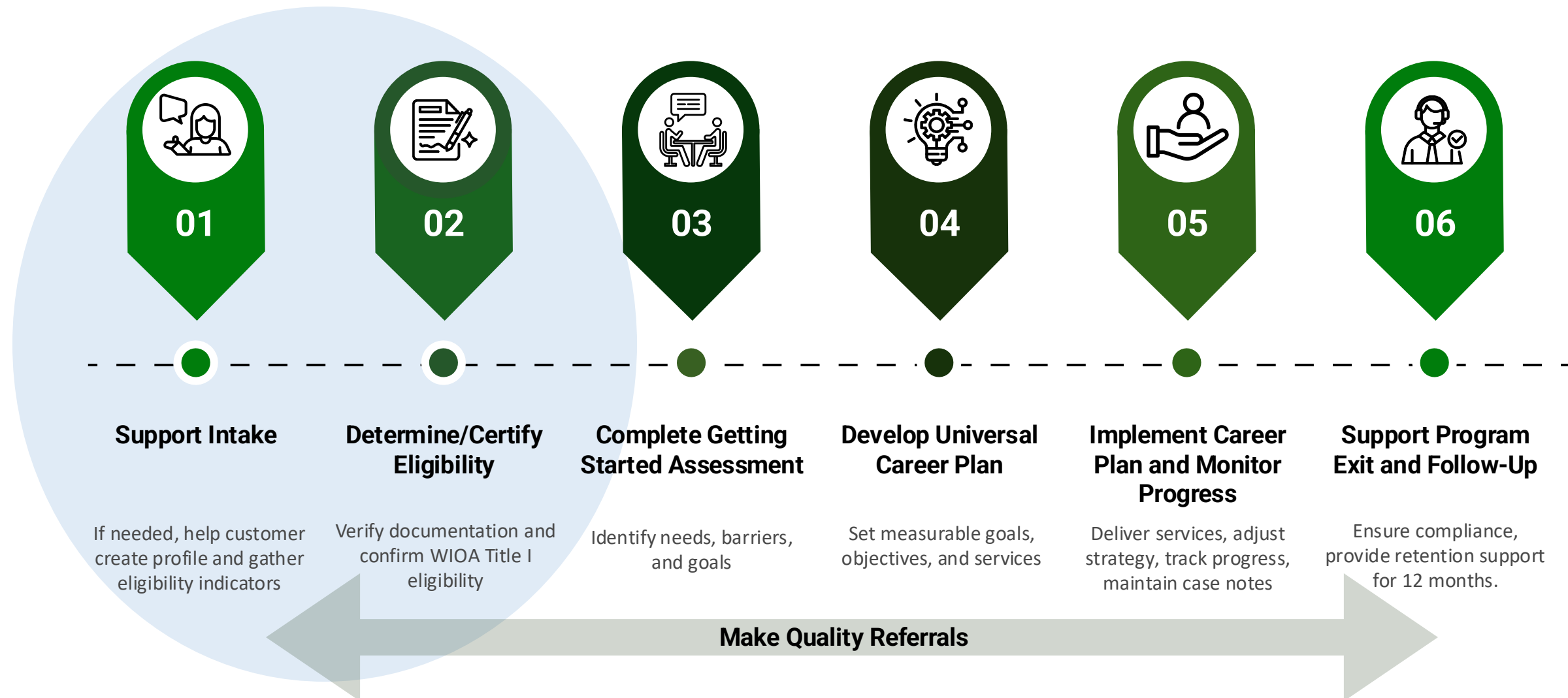




# IWDS 2.0 Customer Journey

# Career Planner Workflow as Supported by IWDS 2.0

The statewide workflow guides career planners and customers through a structured, consistent journey from first contact to long-term follow-up. Each phase builds on the last to ensure no step is missed.



# Customer-Centered Intake Themes

## ENGAGE AND EMPOWER CUSTOMERS

Make the first interaction positive and focused on the customer's goals, strengths, and needs.

## LOOK FOR BARRIERS AND OPPORTUNITIES

Use assessments to understand challenges and tailor services to support success.

## LAY THE FOUNDATION FOR A CAREER PLAN

Intake is not an endpoint—it's the starting point for developing an individualized career plan that leads to employment, training, and long-term growth.

## ENSURE INCLUSION AND ACCESS

Provide consistent, fair processes that accommodate diverse needs and reduce gaps in service.

## ALIGN WITH CUSTOMER-CENTERED DESIGN

Allows for application review and completion and eligibility determination.

# The Intake Experience For Customers

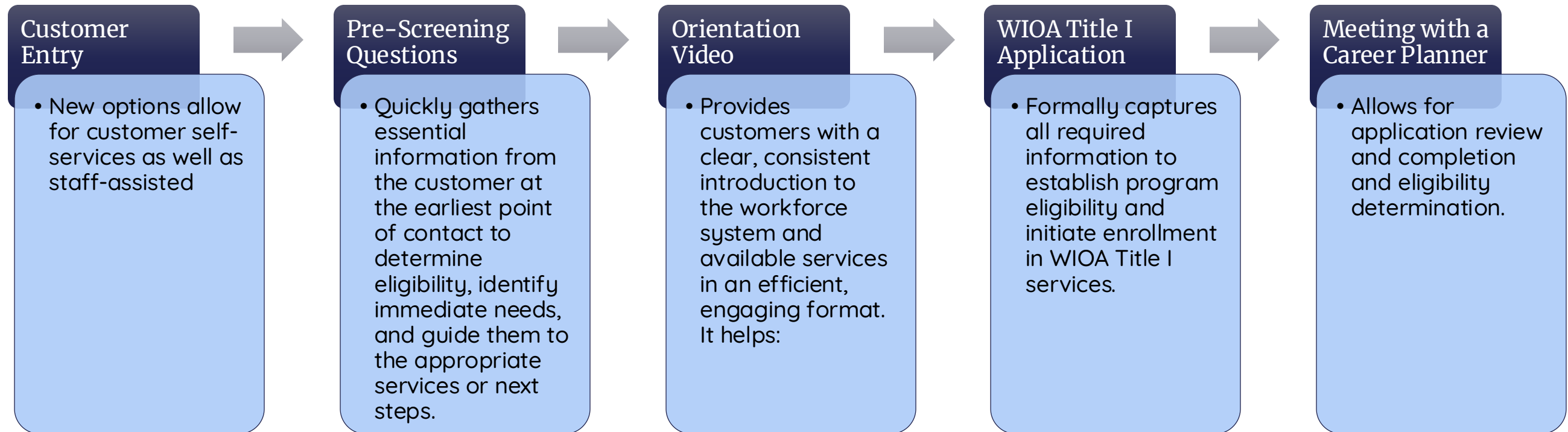
Intake is more than a compliance step—it is the gateway to opportunity.

In Illinois, intake sets the tone for the entire customer experience.

Its purpose is to engage, empower, and connect individuals to meaningful services from the very first interaction.

# Intake Workflow Overview

- The intake process creates a record of the customer in the IWDS 2.0 system, gathers information needed to determine a potential customer's eligibility for individualized services, and enrolls those who are eligible.
- Intake must be a caring, professionally handled experiences that communicates respect to the customer.
- Five key touchpoints for customers:



# Customer Entry

The first step in the IWDS 2.0 journey – designed to be accessible, low-barrier, and available through both self-service and staff-assisted pathways. Customer Entry establishes the foundation for every interaction that follows.

CUSTOMER ENTRY

SYSTEM PROCESS

## 2.0 Process: Customer Entry

IWDS 2.0 supports two distinct entry pathways, ensuring customers can access services regardless of their starting point or comfort with technology.

### Path A: Self-Accessed Entry

The customer visits the **WIOA Welcome Page** to learn about programs and services. If interested, they complete a brief **Self-Service Form**.

Once the customer submits the form, the system will automatically email them a link to the **Prescreen**.

### Path B: Career Planner Assisted

If an American Job Center is already working with a customer, a Career Planner can select **Start Intake Process** directly in the system.

# Self-Accessed Entry Questions

Customers complete the following fields to begin their IWDS 2.0 journey.

**First Name**

**Last Name**

**Email**

**Phone Number**

**Zip Code**

**Date of Birth**

**How can we help you?**

- Train for a new career
- Find a new job
- Further my education

# Pre-Screen

The Pre-Screen is the first structured interaction in the IWDS 2.0 journey — designed to gather essential information early, determine potential eligibility, and connect customers to the right services quickly and efficiently.

## 2.0 Pre-Screen: What's Included

The Pre-Screen is structured as a guided, multi-section experience that collects information progressively — keeping the process approachable while ensuring completeness.

Section	Purpose
Introduction	Welcomes the customer and sets expectations.
Selection of Goals	Captures short- and long-term career/education goals.
Getting to Know You Better	Identifies transportation, childcare, housing, financial, and other considerations.
Skills Screening	Basic Skills Screening Tool across literacy, numeracy, digital, and functional skills.
Eligibility Questions	General and program-specific checks for WIOA services.
Demographic Data & Review	Captures characteristics and provides a final review/confirmation.

# Sneak Peak at Customer-Centered Language – Getting to Know You Section

These questions help staff understand the customer's goals, urgency, and career interests to connect them with the right services.

- 1 What are some goals you're working toward or interested in achieving? (Select all that apply)
- 2 How urgently do you need to find a job now?
- 3 Do you have a specific career goal in mind, or are you exploring your options?
- 4 What career do you have in mind? (Pick your top three)
- 5 What career field do you have in mind? (Pick your top three)
- 6 What training programs do you have in mind? (Pick your top three)

# Sneak Peak at Customer-Centered Language – Pre-Screen: Basic Skills Screening Tool

The **Basic Skills Screening Tool** is embedded directly within the Pre-Screen. It is designed to be accessible and non-intimidating – using plain language to help customers self-report their current skill levels.

For each item, customers select **I can't do this yet · I need help · I'm not sure · I can do this on my own**

## Reading & Writing

- I can read and understand stories, articles, or directions written in English.
- I can write notes, lists, or short paragraphs in English so others can understand my ideas.

## Math & Communication

- I can add, subtract, multiply, and divide numbers without a calculator. Example:  $245 + 178$ , or  $96 \times 7$
- I can speak English well enough to get or keep a job.

## Digital & Functional Skills

- I can use a computer to complete tasks (email, job applications, online payments).
- I can follow step-by-step written or visual instructions.
- I can fill out forms such as medical forms or job applications.

PRE-SCREEN

 IWDS 2.0 QUESTIONS

# General Eligibility Questions

Basic eligibility questions asked of all customers to determine program qualification.

**1** Confirm Date of Birth

**2** Confirm Sex Assigned at Birth

**3** Are you a U.S. Citizen?

**4** Can you legally work in the U.S.?

**5** Do you meet the Selective Service requirements?

# Sneak Peak at Customer-Centered Language – Youth Eligibility Questions

These questions determine eligibility for In-School Youth (ISY) and Out-of-School Youth (OSY) programs.

## School Status

- Are you currently enrolled in school? (includes high school, home school, college, trade school, or other training)
- Have you graduated high school?

## Income & Support (*Select all that apply*)

- I or someone in my family gets SNAP (food stamps/EBT) or got them in the last 6 months
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- I get free or reduced-price lunch at school
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# Sneak Peak at Customer-Centered Language – Dislocated Worker Eligibility Questions

Customers who have lost employment through no fault of their own may qualify as Dislocated Workers. Select all that apply.

- 1 Did you lose your job even though it wasn't your fault, or receive a layoff notice?
- 2 Did the place you worked close or have to let people go?
- 3 I lost my last job and had to take other work, but I earn less or no longer have health care coverage.
- 4 I need help finding a new job because I can't go back to my old one.
- 5 I have applied for, am currently receiving, or am no longer receiving Unemployment Insurance (UI) benefits.
- 6 I worked at a job that did not pay into UI, or I earned less than \$4,000 in the last 6 months.
- 7 I used to work for myself or run a business but had to stop due to something out of my control.
- 8 I worked full-time for a self-employed person for at least one year, and that business has now closed.
- 9 I used to rely on a spouse or family member's income while caring for my home, but that support has changed and I am ready for a job.
- 10 I recently served in the Armed Forces or am transitioning to civilian life and am ready to find a new job.
- 11 I am the spouse of an active-duty military member and lost my job due to relocation or need help finding a better job.

# Upcoming Policy Updates: Pre-Screen — Eligibility Determination

Based on the data the customer inputs, the system will automatically determine whether a customer is potentially eligible for WIOA services — removing manual guesswork and ensuring consistency in eligibility triage.

## If Potentially Eligible

- Customer receives a prompt indicating they may be a good fit for WIOA.
- Customer is required to watch an **Orientation Video** before accessing the application.
- Customer receives a **Preparation Packet** outlining required documents to submit.
- Customers may proceed independently to the application, or complete it with a Career Planner.

## If Not Potentially Eligible

- System directs the customer to **other resources** that may assist them.
- Customer is encouraged to reapply if their situation changes.
- Pre-screen data remains available for reporting and outreach.

CHAPTER 3

# Application

This section covers the IWDS 2.0 application process, which asks more detailed eligibility questions.

APPLICATION

SYSTEM PROCESS

# Process: Application



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## Before the Application

The customer is required to watch an **Orientation Video** and receives a **Preparation Packet** outlining the documents needed for submission.



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## Start Application

Customers completing the process on their own may proceed directly to the application. If working with a career planner, the application can be completed together, or the link can be sent to the customer to complete independently.

# IWDS 2.0 Application Sections

The IWDS 2.0 application is structured into several key sections to efficiently gather comprehensive customer information and determine eligibility for WIOA services.



## General Information

Covers basic application inquiries, personal contact details, and essential demographic data for reporting.



## Veteran & Private Data

Collects specific information regarding veteran status and other private details necessary for specialized support and program access.



## Education & Household

Records educational background, household composition, and income details, including specific questions for dislocated workers.



## Supporting Documentation

Includes sections for Career Planner questions.

# Career Planner Questions

Career planners have access to a dynamic secondary page to collect supplemental information — displayed only when the customer's application responses indicate a need for further review.

This page will *not* display if eligibility or service priority has already been established through the customer's application responses — reducing redundancy and streamlining intake.

## Basic Skills Deficiency

This customer did not meet the basic skills deficient criteria through the Skills Screening Tool. Does the customer meet the basic skills deficient requirements in other ways?

## Low-Income Youth 5% Allowance

Would you like to request enrollment for this youth using the 5% allowance for individuals who do not meet the low-income requirement?

## Supervisor Approval Pathway

For the items above, career planners may request supervisor approval if they believe a customer could be determined eligible under the low-income or in-school youth needing additional assistance exceptions.

# Performance & Reporting Reminders

The table below outlines the data gathered during Customer Entry, its current reporting status, and key performance and reporting notes for career planners and local area staff to keep in mind.

2.0 System Step	Data Gathered	Reporting Status	Performance & Reporting Notes
Application	Eligibility Information	Reportable Individual	1A, 1D, 1Y — None. Data is collected but no performance measures are triggered at this stage.

# Application — Next Steps for Self-Service Customers

1. Customers who complete the application independently will be directed to schedule an appointment with their local office to finalize the intake process with a Career Planner.
2. Customers will have the option to upload supporting documentation for eligibility and priority items related to the information they entered in the system. Uploading documentation at this stage is optional; customers may also receive assistance from a Career Planner to upload documents later in the process.

*\*Career Planners will also be able to upload documentation in the system and are responsible for ensuring that all required documentation is uploaded before certifying eligibility.*

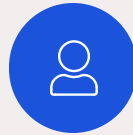
CUSTOMER ENTRY

PRE-SCREEN

APPLICATION

 SUMMARY

# What We've Learned About the Customer



## Basic Information

Name, demographics, and identity details



## Contact Information

Phone, email, and communication preferences



## Household & Living

Home, family, and living arrangements



## Veteran Status

Military service and background



## Goals

Career goals and motivation for applying



## Employment Status

Current work situation and job history



## Education Level

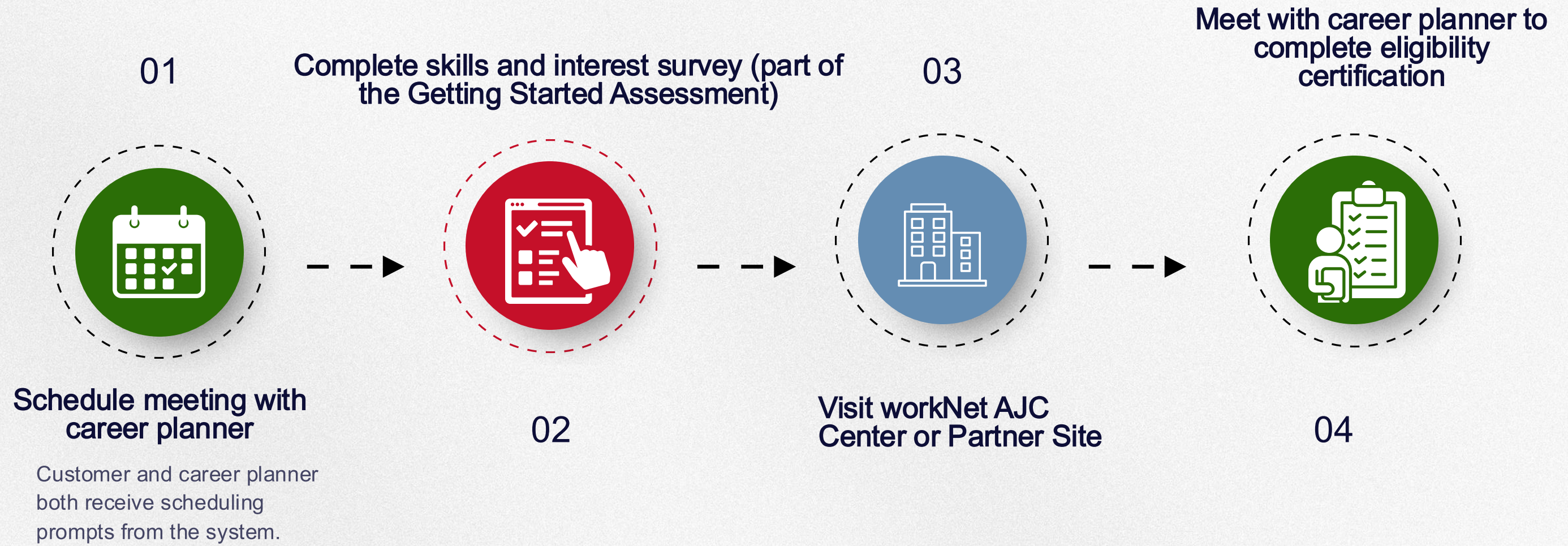
Highest education and current enrollment



## Barriers to Employment

Challenges and circumstances affecting work


# Self-Service Customer Journey



CUSTOMER ENTRY

 SYSTEM PROCESS

# Scheduling Appointments

-  At the end of the Application, customers will be prompted to make an appointment with their local office, and encouraged to complete the Skills & Interest Survey and upload their Work History.

# General Process: Requesting Appointments

IWDS 2.0 includes a built-in tool that connects customers to their local American Job Center in a few simple steps.

Designated local administrative staff are responsible for reviewing incoming requests and assigning the appropriate staff to respond.

01

## Locate Office

The customer locates the office they wish to connect with.

02

## Office Notified

The system notifies the local area of the customer's request.

03

## Staff Assignment

Local staff assign a primary and secondary career planner to the customer.

04

## Initial Contact

The career planner makes reasonable efforts to contact the customer and schedule a meeting.

# Policy: Responding to Customer Inquiries and Scheduling Appointments

Local boards must develop a procedure to ensure the following steps are complete **within five (5) business days** from the date of submission.



**Inquiries are addressed**



**Local staff is assigned**



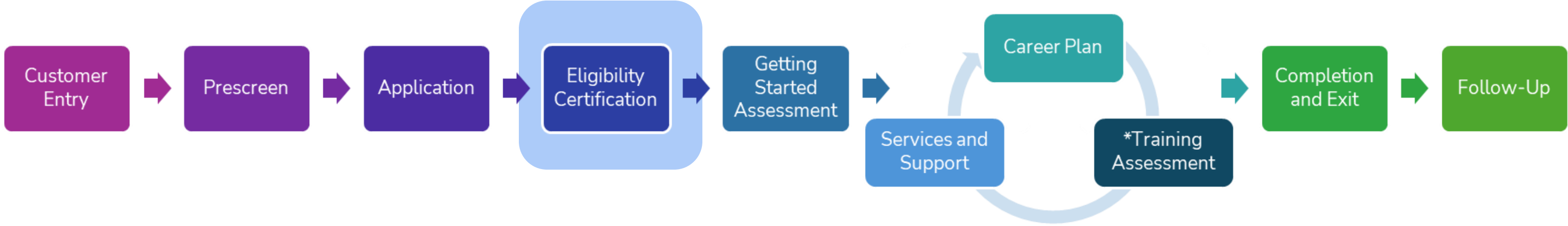
**The customer is contacted to schedule an appointment**

# Pre-Meeting Preparation

Prior to the meeting, local staff should review the submitted application to understand the customer's situation and identify any submitted or missing documentation.

This review should be completed with enough lead time to notify the customer if additional or corrected documents are needed. The review must not impose documentation requirements beyond what the system specifies.

- ❏ For local areas with an Eligibility Specialist (ES) role, the local area may assign the application to an ES to conduct the eligibility certification. Once, the customer is certified, local areas will assign a primary and an optional secondary career to the customer. A different staff person can now take lead if necessary.



# Eligibility Certification

# Eligibility Determination Experience

- Eligibility determination aligns services and resources with customer needs, helping to clarify what funding streams, supports and program options best fit the individual.
- The process reinforces that WIOA services are designed to help them move towards employment and life goals, not simply to verify documentation.

CHAPTER 4

# Eligibility Certification

Verifying and confirming program eligibility for WIOA services.

# During the Meeting: Completing the Application

## Collect Documentation

Career planners collect any missing documentation and verify that all provided documents meet source documentation requirements outlined in policy, including the use of self-attestation where permitted.

## Complete the Application

If the customer was unable to complete the application independently, the career planner must work with them to finish it before proceeding to eligibility determination.

## Career Planner Questions

Career planners are responsible for answering certain application questions that are not displayed in the customer-facing application.

ELIGIBILITY CERTIFICATION

 SYSTEM PROCESS

# Certifying Eligibility

If the customer's information has flagged them as eligible and required supporting documentation has been uploaded and verified, career planners must certify them eligible without adding local forms, procedures, etc.

## **Cheat Sheet Available**

Career planners have access to a system-generated Program Eligibility and Priority of Service Determination Cheat Sheet, customized to the customer based on their Pre-Screen and Application responses.



# Closing Applications & Dashboard Tracking

## Closing Applications

The Customer and Career Planner can close applications prior to certification but must define the reason for closure.

## Reopening Applications

Closed applications can be reopened. If reopened, the application must be re-reviewed and a new eligibility certification date must be established.

## Activity Log

All activity is logged so State and Local staff can see when and why applications were closed and reopened.

PART 3

# What's Next **Career Planner Learning Series**

This section provides a roadmap for the full suite of training resources being developed to support career planners through the IWDS 2.0 transition—so you know what to expect and how to prepare.

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MAY 2026

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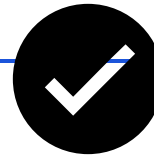
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Navigating referrals to partner services and supports to ensure customers get holistic, coordinated assistance.

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Practical guidance on setting up and managing account access so you're ready for day one.

# Stay In Touch

Additional resources, updates, and announcements about IWDS 2.0 and the Career Planner Learning Series are available through the Illinois workNet page. Bookmark it to stay current as launch approaches.

-  [IWdSTransition](#) Visit Illinois workNet for the latest training schedules, policy updates, desk aides, and technical support resources related to IWDS 2.0. (more content coming soon!)



Thanks!

# Reference Slides – Pre-Screen and Application Questions

# Goal Questions

Customers select goals that best describe what they're working toward. Selections shape the services and pathways offered.

## Train for a New Career

- Start/Change Career
- Return to Work
- Become an Apprentice
- Earn a Job-Ready Credential
- I'm unsure

## Find a Job Now

- Start/Change Career
- Return to Work
- Get a Job
- Start a Business
- Gain hands-on experience
- Become an Apprentice
- I'm unsure

## Further my Education

- Get HS diploma or equivalent
- Earn a Job-Ready Credential
- Earn a Degree
- I'm unsure

# Getting to Know You

These questions help staff understand the customer's goals, urgency, and career interests to connect them with the right services.

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- 2** How urgently do you need to find a job now?
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- 4** What career do you have in mind? (Pick your top three)
- 5** What career field do you have in mind? (Pick your top three)
- 6** What training programs do you have in mind? (Pick your top three)

# Getting to Know You Better

These questions identify potential barriers and support needs to ensure customers receive appropriate services.

## Job Preferences

What factors do you need to consider when looking for a job?

## Work Experience

Which description best fits your work history?

## Health Needs

Do any health needs impact your ability to work or attend training?

## Transportation Situation

How will you get to work or school?

## Childcare & Dependent Care Needs

Do you care for children (0-18) or other family members?

## Housing Needs

Which description best fits your current housing situation?

## Legal Needs

Do any legal situations impact your ability to work or attend training?

## Money Needs

How do you feel about your current financial situation?

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PRE-SCREEN

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# Youth Eligibility Questions

These questions determine eligibility for In-School Youth (ISY) and Out-of-School Youth (OSY) programs.

## School Status

- Are you currently enrolled in school? (includes high school, home school, college, trade school, or other training)
- Have you graduated high school?

## Income & Support (*Select all that apply*)

- I or someone in my family gets SNAP (food stamps/EBT) or got them in the last 6 months
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- I or someone in my family gets SSI
- I or someone in my family gets other cash assistance from state/local government
- I get free or reduced-price lunch at school
- My family or I have limited income
- None of these describe me

# Youth Eligibility — Additional Barriers

Customers select any barriers that apply to their situation. These responses help determine eligibility and appropriate support services.

- I need a permanent place to live
- I am in foster care right now
- I used to be in foster care
- I am younger than 18 and have left home without my parent's or guardian's permission
- I have trouble reading and understanding English
- I have trouble writing in English
- I have trouble doing math without a calculator
- I have trouble speaking English well enough to get or keep a job
- I have trouble using a computer to complete tasks
- I have trouble following step-by-step instructions
- I have trouble filling out forms
- I am pregnant right now
- I have a child (or children)
- I have been involved with the court system
- I have a disability
- None of these describe me

PRE-SCREEN

📄 IWDS 2.0 QUESTIONS

# Out-of-School Youth Eligibility Questions

These questions determine whether a customer qualifies as Out-of-School Youth (OSY) under WIOA.

**Did you get your high school diploma?**

Yes / No

**Did you get a GED or High School Equivalency (HSE)?**

Yes / No

**Have you attended school in the last 3 months?**

Not counting summer break. (Yes / No)

**Additional Barriers**

Are there other reasons making it hard to reach your education or job goals that we can help with?

# Dislocated Worker Eligibility Questions

Customers who have lost employment through no fault of their own may qualify as Dislocated Workers. Select all that apply.

- 1 Did you lose your job even though it wasn't your fault, or receive a layoff notice?
- 2 Did the place you worked close or have to let people go?
- 3 I lost my last job and had to take other work, but I earn less or no longer have health care coverage.
- 4 I need help finding a new job because I can't go back to my old one.
- 5 I have applied for, am currently receiving, or am no longer receiving Unemployment Insurance (UI) benefits.
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- 10 I recently served in the Armed Forces or am transitioning to civilian life and am ready to find a new job.
- 11 I am the spouse of an active-duty military member and lost my job due to relocation or need help finding a better job.

# Demographic Data Questions

These questions collect demographic information for reporting purposes and to connect customers with appropriate language and accessibility support.

## Language & Accessibility Support

1. Do you need any accommodations or assistance to participate?
2. What parts of using English are hard for you?  
(Check all that apply)
3. What language did you grow up speaking?
4. What language do you speak at home?
5. Would you like information about free programs to help you improve your English?
6. What kind of help or support do you need?

## Personal Information & Identity

1. First Name / Middle Initial / Last Name / Preferred Name
2. Do you identify as a person of Hispanic, Latino, or Spanish ethnicity?
3. Which race(s) do you identify with? (Select all that apply)
4. Would you mind telling us your sexual orientation?
5. Would you care to share any disability status?  
(Asked for reporting purposes)
6. Are you a veteran?

# IWDS 2.0 Application Questions

## Customer Details

- Information Verification
- Marital Status
- Living Situation
- Street Address
- Mailing Address

## Phone & Communication

- Phone Ownership
- SMS Capability
- Preferred Contact Method

## Additional Contact

- Name Information
- Contact Phone
- Contact Email
- Relationship Details

APPLICATION

 IWDS 2.0 QUESTIONS

# Veteran Information Questions

## **Transitioning Service Member**

Are you a transitioning service member?

## **Qualified Spouse**

Are you a qualified spouse?

## **Discharge Reason**

What was your discharge reason?

# Private Information

## Identity & Citizenship

- Date of Birth
- Are you a US Citizen?
- Can you legally work in the US?

## Selective Service

- *The customer indicated they do not know if they meet selective service requirements. Please work with the customer to determine if they are registered or qualify for a waiver. You can search selective service numbers here [<https://www.sss.gov/>].*

## Personal Circumstances

- Do you have a disability?
- Do any of the following apply?
  - Justice system involvement
  - English language challenges
  - Additional applicable items

## Social Security Number

- You don't have to give us your Social Security Number (SSN), but we ask for it to help serve you better.

Here's why: To find your account – Your SSN helps us check if you already have an account in IWDS or if you've used workforce services in Illinois before. To meet federal rules – We use your SSN to follow federal rules for reporting and tracking workforce programs. To improve services – Sharing your SSN helps us show how well the WIOA program is working. This helps keep the program strong so it can support more people with jobs and education.

If you choose to share your SSN, we will keep it safe and private. We will not share it with anyone unless you say it's okay.

# Education Information

## Current School/Training

What kind of school or training are you in right now? (Choose one)

## Highest Education Completed

What is the most school or training you've finished so far?

## High School Dropout Confirmation

Based on information gathered at prescreening it looks like you dropped out of high school. Is that right?

## School Absence Confirmation

Based on information gathered at prescreening it looks like you haven't been in school for 3 or more months while school was in session. Is that right?

# Household Information

## Financial Support Change

- Spouse/family member lost their job
- Spouse deployed or called to active duty
- Spouse had a change in military station or assignment
- Spouse has a service-connected injury or disability
- Spouse passed away due to military service
- Spouse passed away (not related to military service)
- Divorced or legally separated from spouse
- Support changed for another reason

## Current Work Situation

- No job and having a hard time finding one
- Has a job but not enough hours or pay
- Has a job but wants to move up or find something better
- Not working and not looking right now
- Situation is different from these options

# Household Information (Dislocated Worker)

## Family Member Dislocation Job

- Dislocation job entry
- Employer search & name
- Job title & IEBS ID
- Address
- Date notified of layoff
- Projected & actual layoff date
- Pre-layoff earnings
- UI benefits situation
- UI eligibility check

## Industry & Occupation Codes

- NAICS code & description
- Declining industry flag
- O\*NET code & description
- Low growth occupation flag

## Customer Employment Status

- Current employment situation
- Reason no longer self-employed
- UI claimant status & verification
- Customer dislocation job & earnings
- UI benefits situation & eligibility
- Declining industry & low growth occupation
- Needs additional assistance
- Reason for additional assistance

# Family & Household Information

**Do any of the following apply to you? Select all that apply.**

- I get free or reduced-price lunch at school.
- I or someone in my family gets other cash help from the state or local government, or we got it in the last 6 months.
- I or someone in my family gets Refugee Cash Assistance or we got them in the last 6 months
- I get SSDI (Social Security Disability Insurance).
- I or someone in my family gets SSI (Supplemental Security Income).
- I or someone in my family is a Ticket to Work Program Ticket Holder.
- I or someone in my family gets SNAP (food stamps, EBT) or we got them in the last 6 months.
- I or someone in my family gets TANF (Temporary Assistance for Needy Families), or we got it in the last 6 months.
- My family or I have limited income
- None of these describe me.

# Career Planner Questions

Career planners have access to a dynamic secondary page to collect supplemental information — displayed only when the customer's application responses indicate a need for further review.

This page will *not* display if eligibility or service priority has already been established through the customer's application responses — reducing redundancy and streamlining intake.

## Basic Skills Deficiency

This customer did not meet the basic skills deficient criteria through the Skills Screening Tool. Does the customer meet the basic skills deficient requirements in other ways?

## Low-Income Youth 5% Allowance

Would you like to request enrollment for this youth using the 5% allowance for individuals who do not meet the low-income requirement?

## Supervisor Approval Pathway

For the items above, career planners may request supervisor approval if they believe a customer could be determined eligible under the low-income or in-school youth needing additional assistance exceptions.